

OCCUPATIONAL ANALYSIS

GUIDE DOG INSTRUCTORS

**Prepared by
THE OFFICE OF EXAMINATION RESOURCES
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
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EXECUTIVE SUMMARY

The State Board of Guide Dogs for the Blind requested that the Department of Consumer Affairs, Office of Examination Resources (OER), conduct a validation study. The purpose of this occupational analysis was to identify guide dog instructor tasks and the knowledge necessary to perform those tasks. The purpose of OER's validation report is to serve as the basis for the examination plan of the Guide Dog Instructor Examination.

To develop a legally defensible examination plan for guide dog instructors, OER compiled information from three schools of licensed guide dog instructors, thus using a content validation strategy. The first school convened as a focus group to review and revise the list of tasks and the knowledge necessary to perform those tasks. The other two schools were unable to attend the focus group. Therefore, these schools were sent the list of task and knowledge statements to be reviewed to ensure that statements were definitive in their meaning.

OER then developed a questionnaire to be sent to guide dog instructors that consisted of three parts. Part One consisted of demographic questions about the guide dog instructors themselves, their work setting, and practice. In Part Two, the guide dog instructors rated each job task in terms of how often they performed the task and how important the task was to performance of their current job. Finally in Part Three, guide dog instructors were asked to rate each knowledge statement in terms of how important that knowledge is to performance of their current job.

OER distributed the questionnaire to all 115 California-licensed guide dog instructors. Of the 115 licensed guide dog instructors, 73 were located within California, and 42 were located outside California. Thirty-five guide dog instructors (30.43%) returned the questionnaires; of these, 30 respondents were actively working as guide dog instructors. All three schools were represented. Of the 30 actively working respondents, 17 were working within California, and 13 were working outside California.

OER used a multiplicative model to arrive at a critical index for each task and knowledge statement. A final group of licensed guide dog instructors evaluated these critical indices and determined that one task statement should be eliminated from further analysis. Although they determined that no knowledge statement should be eliminated from further analysis, one knowledge statement was deleted because it was a duplicate. The last step was to have the final group of guide dog instructors establish the linkage between job tasks and knowledge statements. The "written examination outline is structured into six content areas. Each content area is weighted proportionately relative to other content areas. The examination outline specifies the job tasks that a guide dog instructor is expected to master at the time of licensure. The guide dog instructor examination will be based directly on the examination outline. The following table presents the six content areas, a descriptive overview of the content areas, and the weight for each content area.

AN OVERVIEW OF THE GUIDE DOG INSTRUCTOR EXAMINATION

Content Area	Content Area Description	Percent Weight
I. Selection and Care	This area assesses the candidate's ability to evaluate the dog's physical characteristics, temperament, and health to determine potential for guide work training.	7
II. Training	This area assesses the candidate's ability to train dogs in obedience and guide work techniques to perform safely and effectively for visually impaired clients.	13
III. Evaluation	This area assesses the candidate's ability to evaluate the dog's suitability for guide work by demonstrating and interpreting performance tests, adjusting training schedules, and documenting a dog's progress, performance, and behavior.	9
IV. Visual Impairment Services	This area assesses the candidate's ability to assist the client with information and referrals regarding rehabilitative resources and legal rights to public access.	4
V. Client Assessment	This area assesses the candidate's ability to evaluate the client in the areas of mobility skills, needs/goals, competence, motivation, lifestyle, health, and physical abilities to determine potential success with a guide dog.	17
VI. Person/Dog Team	This area assesses the candidate's ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.	50
TOTAL		100

I. Selection and Care (7%) – This area assesses the candidate’s ability to evaluate the dog’s physical characteristics, temperament, and health to determine potential for guide work training.

Task	Knowledge
T2. Assess temperament of dog by using evaluation techniques (e.g., evaluation walks, test of controllability) to determine potential for guide work training.	K1. Knowledge of principles of canine behavior characteristics used for guide dog selection. K2. Knowledge of dog temperament characteristics that indicate the suitability of dogs for guide work training. K3. Knowledge of observable stress characteristics of dogs pertaining to determining guide work training suitability. K4. Knowledge of dog breed temperament characteristics used to select guide dogs for training.
T3. Assess general health (e.g., coat, appetite, stool, demeanor, activity level) of dog through observation of daily activities to determine potential to be a guide dog.	K5. Knowledge of physical characteristics needed in a guide dog. K6. Knowledge of symptoms in dogs that indicate a need for veterinary care. K9. Knowledge of diet requirements needed to maintain health of guide dogs. K11. Knowledge of genetic conditions that can affect canine health. K12. Knowledge of canine anatomy and physiology pertaining to health care of guide dogs.
T3. Apply routine kennel duties and daily care to ensure maintenance of dog’s health and well being.	K13. Knowledge of observable stress characteristics of dogs pertaining to determining guide work training suitability. K7. Knowledge of techniques used to administer health care to dogs. K8. Knowledge of grooming methods used in maintaining health of guide dogs. K 10. Knowledge of kennel management and sanitation techniques for health care of guide dogs.

II. Training (13%) – This area assesses the candidate’s ability to train dogs in obedience and guide work techniques to perform safely and effectively for visually impaired clients.

Task	Knowledge
<p>T5. Train dog to respond to obedience commands by conducting sequence of exercises to develop rapport, control, and appropriate responses in dog’s behavior.</p>	<p>K13. Knowledge of leash and collar techniques used in obedience training of guide dogs. K14. Knowledge of footwork techniques used in obedience training of guide dogs. K15. Knowledge of hand signals used in obedience training of guide dogs. K16. Knowledge of voice command techniques used in obedience training of guide dogs. K17. Knowledge of the effects of handler’s body language on dog’s obedience responses. K18. Knowledge of proofing techniques used in obedience training of guide dogs. K19. Knowledge of techniques used in testing and obedience responses of guide dogs. K20. Knowledge of techniques used in breaking down obedience exercises into parts and steps. K21. Knowledge of techniques used for observing and interpreting guide dog behavior during obedience training. K22. Knowledge of environmental and situation factors that can affect a guide dog’s obedience. K23. Knowledge of techniques used in correcting and praising guide dogs. K35. Knowledge of techniques used after the observation and interpretation of dog behavior during obedience and guide work. K36. Knowledge of techniques used in avoiding and ignoring distractions during obedience and guide work.</p>

II. Training (continued) (13%) – This area assesses the candidate’s ability to train dogs in obedience and guide work techniques to perform safely and effectively for visually impaired clients.

Task	Knowledge
<p>T6. Train dog to guide a person who is visually impaired through different environments in a safe manner by using a selection guide-work training techniques to develop a consistent working response.</p>	<p>K23. Knowledge of techniques used in correcting and praising guide dogs.</p> <p>K24. Knowledge of leash and collar techniques used for training dogs in guide work.</p> <p>K25. Knowledge of harness techniques used in guide work.</p> <p>K26. Knowledge of footwork techniques used in training dogs for guide work.</p> <p>K27. Knowledge of hand signal techniques used in training dogs for guide work.</p> <p>K29. Knowledge of techniques used in developing initiative in dogs performing guide work.</p> <p>K30. Knowledge of techniques used in developing “intelligent disobedience” in dogs who are receiving guide work training.</p> <p>K31. Knowledge of techniques used in developing problem solving skills in dogs for guide work.</p> <p>K32. Knowledge of techniques used in developing level of confidence needed in dogs to perform guide work.</p> <p>K35. Knowledge of techniques used after the observation and interpretation of dog behavior during obedience and guide work.</p> <p>K36. Knowledge of techniques used in avoiding and ignoring distraction during obedience and guide work.</p> <p>K37. Knowledge of the effects of handler’s body language on dog’s guide work performance.</p> <p>K40. Knowledge of techniques used in reworking guide work errors.</p>

II. Training (continued) (13%) – This area assesses the candidate’s ability to train dogs in obedience and guide work techniques to perform safely and effectively for visually impaired clients.

Task	Knowledge
T7. Train dog to be well behaved while accompanying a person who is visually impaired through different environments by using commands, cues, corrections, and praise to maintain a reliable working guide.	K22. Knowledge of environmental and situational factors that can affect a guide dog’s obedience. K23. Knowledge of techniques used in correcting and praising guide dogs. K25. Knowledge of harness techniques used in guide work. K29. Knowledge of techniques used in developing initiative in dogs performing guide work. K31. Knowledge of techniques used in developing problem solving skills in dogs for guide work. K35. Knowledge of techniques used after the observation and interpretation of dog behavior during obedience and guide work. K36. Knowledge of techniques used in avoiding and ignoring distractions during obedience and guide work. K37. Knowledge of the effects of handler’s body language on dog’s guide work performance. K38. Knowledge of the effect of dog’s social behavior on guide work training performance. K40. Knowledge of techniques used in reworking guide work errors.
T8. Plan training of dog for guide work by scheduling the acquisition of required skills to ensure consistency of training.	K33. Knowledge of techniques used in varying training schedule to benefit individual dogs. K34. Knowledge of regulation curriculum requirements for training dogs in guide work. K39. Knowledge of techniques used in evaluating dog’s responsibility (e.g., attentiveness, maturity) as it pertains to dog’s guide work training.

III. Evaluation (9%) – This area assesses the candidate’s ability to evaluate the dog’s suitability for guide work by demonstrating and interpreting performance tests, adjusting training schedules, and documenting a dog’s progress, performance, and behavior.

Task	Knowledge
T9. Demonstrate Dog’s performance in guide work by undergoing tests to determine suitability to be a guide	K41. Knowledge of tests used to evaluate dog’s obedience performance. K42. Knowledge of tests used to evaluate dog’s guide work performance.
T10. Adjust guide dog’s training schedule by evaluating progress in training program to ensure mastery of required skills.	K41. Knowledge of tests used to evaluate dog’s obedience performance. K42. Knowledge of tests used to evaluate dog’s guide work performance. K43. Knowledge of methods used to adjust guide dog’s training schedule based on guide dog performance assessments.
T11. Documents dog’s progress in training program by making written reports to determine readiness for guide work.	K44. Knowledge of methods used in reporting guide dog’s performance and behavior.
T12. Develop comprehensive profile of dog by using written reports from the dog’s veterinary history, training history, and the puppy raising department to evaluate suitability for guide work.	K44. Knowledge of methods used in reporting guide dog’s performance and behavior. K45. Knowledge of the use of assessment records to evaluate suitability of dog for guide work.

IV. Visual Impairment Services (4%) – This area assesses the candidate’s ability to assist the client with information and referrals regarding rehabilitative resources and legal rights to public access.

Task	Knowledge
T13. Refer a client who is visually impaired to public and private agencies for rehabilitation services (e.g., SSI, daily living skills, orientation and mobility skills).	K48. Knowledge of methods used to inform, educate, and counsel clients and the public about organizations that serve the visually impaired.
T14. Inform a client who is visually impaired about rehabilitative resources by using reference material to enable that person to seek the appropriate service provider.	K47. Knowledge of methods used in applying historical and societal perceptions of the visually impaired to inform, educate, and counsel clients and the public. K48. Knowledge of methods used to inform, educate, and counsel clients and the public about organizations that serve the visually impaired.
T15. Inform client about legal rights to public access by using verbal and written communication and reference material to ensure client’s awareness of the rights to which he/she is entitled	K46. Knowledge of law that protect the rights of clients who are visually impaired.

V. Client Assessment (17%) – This area assesses the candidate’s ability to evaluate the client in the areas of mobility skills, needs/goals, competence, motivation, lifestyle, health, and physical abilities to determine potential success with a guide dog.

Task	Knowledge
T16. Evaluate home environment and lifestyle of applicant through an interview process to determine whether the conditions will create a safe environment for guide dog.	K50. Knowledge of techniques used to assess client needs and goals to determine potential success in working with a guide dog. K51. Knowledge of techniques used in assessing a client’s suitability to work with and care for a guide dog. K52. Knowledge of techniques use in evaluating the applicant’s physical, emotional, and mental state relative to participating in a guide dog training program.
T17. Conduct applicant interview by using questionnaire and observations to assess potential success for working with guide dog.	K49. Knowledge of orientation and mobility skills of the client. K50. Knowledge of techniques used to assess client needs and goals to determine potential success in working with a guide dog. K51. Knowledge of techniques used in assessing a client’s suitability to work with and care for a guide dog. K52. Knowledge of techniques used in evaluating the applicant’s physical, emotional, and mental state relative to participating in a guide dog raining program. K53. Knowledge of different types of gait, balance, and orientation methods related to working with guide dogs. K54. Knowledge of techniques used in working with individuals who have physical limitations.

V. Client Assessment (17%) – This area assesses the candidate’s ability to evaluate the client in the areas of mobility skills, needs/goals, competence, motivation, lifestyle, health, and physical abilities to determine potential success with a guide dog.

Task	Knowledge
T18. Assess applicant’s potential to work with guide dog by using the “Juno” simulation exercise during home interview to evaluate suitability of working with guide dog.	K51. Knowledge of techniques used in assessing a client’s suitability to work with ad care for a guide dog. K52. Knowledge of techniques used in evaluating the applicant’s physical, emotional, and mental state relative to participating in a guide dog training program. K53. Knowledge of different types of gait, balance, and orientation methods related to working with guide dogs. K54. Knowledge of techniques used in working with individuals who have physical limitations. K55. Knowledge of “Juno” evaluation techniques used to assess applicants for potential success in working with guide dogs. K56. Knowledge of the relationship match needed between a student’s qualities and a guide dog’s qualities for potential guide dog team success.
T19. Assess applicant’s potential to work with guide dog by observing orientation and mobility skills in the home environment to evaluate suitability for working with guide dog.	K49. Knowledge of orientation and mobility skills of the client. K52. Knowledge of techniques used in evaluating the applicant’s physical, emotional, and mental state relative to participating in a guide dog training program. K53. Knowledge of different types of gait, balance, and orientation methods related to working with guide dogs. K54. Knowledge of techniques used in working with individuals who have physical limitations.
T20. Assign guide dog to client based on assessment of health condition, physical characteristics, and lifestyle of that person to ensure success of the person/dog team.	K53. Knowledge of different types of gait, balance, and orientation methods related to working with guide dogs. K54. Knowledge of techniques used in working with individuals who have physical limitations. K56. Knowledge of the relationship match needed between a student’s qualities and guide dog’s qualities for potential guide dog team success.

VI. Person/Dog Team (50%) – this area assessed the candidate’s ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.

Sub area	Task	Knowledge
A. Client Instruction (22%)	T21. Instruct client in responsibilities, care, and handling of guide dog through theory and practice to ensure safety and well being of the person/dog team.	K57. Knowledge of techniques used to maintain and enhance orientation skills while using a guide dog. K65. Knowledge of methods used to care for a guide dog throughout its life. K66. Knowledge of methods used to maintain guide dog equipment. K67. Knowledge of techniques used to work with and control a guide dog. K68. Knowledge of the public perception of guide dogs relative to training a client to work with a guide dog. K69. Knowledge of techniques used in traveling with a guide dog in all forms of transportation. K70. Knowledge of laws pertaining to domestic and international travel with guide dogs. K71. Knowledge of techniques used in adapting the care of guide dogs while traveling. K72. v methods of instructing clients on harness techniques used in guide work. K73. Knowledge of techniques used for instructing a client in the observations and interpretation of a dog’s behavior. K74. Knowledge of methods of instructing clients on techniques used in reworking guide work errors. K75. Knowledge of methods of instructing clients on techniques used in avoiding and ignoring distractions during guide work training. K76. Knowledge of methods used in leaving a guide dog alone with no supervisions. K77. Knowledge of methods of instructing clients on techniques used in controlling inappropriate behavior in a guide dog.

VI. Person/Dog Team (continued) (50%) - This area assessed the candidate's ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.

Sub area	Task	Knowledge
(continued)	T24. Instruct client in use of techniques to maintain a well-behaved guide dog through theory and practice to ensure success of the person/dog team.	K67. Knowledge of techniques used to work with and control a guide dog. K68. Knowledge of the public perception of guide dogs relative to training a client to work with a guide dog. K69. Knowledge of techniques used in traveling with a guide dog in all forms of transportation. K73. Knowledge of techniques used for instructing a client in the observation and interpretation of a dog's behavior. K74. Knowledge of methods of instructing clients on techniques used in reworking guide work errors. K75. Knowledge of methods of instructing clients on techniques used in avoiding and ignoring distractions during guide work training. K76. Knowledge of methods used in leaving a guide dog alone with no supervision. K77. Knowledge of methods of instructing clients on techniques used in controlling inappropriate behavior in a guide dog.
	T25. Instruct client in safe use of guide dog by applying previously acquired orientation and mobility skills to ensure safety of the person/dog team.	K57. Knowledge of techniques used to maintain and enhance orientation skills while using a guide dog. K61. Knowledge of the types of orientation and mobility tools/equipment availability (e.g., long cane, blindfold, electronic travel aids, sighted guide, guide dog) to the client. K62. Knowledge of orientation and mobility skills related to guide dog travel and cane travel. K69. Knowledge of techniques used in traveling with a guide dog in all forms of transportation.

VI. Person/Dog Team (continued) (50%) - This area assessed the candidate's ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.

Sub area	Task	Knowledge
Continued	T35. Adjust interaction and instruction methods based on client's progress and type of visual impairment to optimize training experience.	K58. Knowledge of the causes of visual impairment as it pertains to the training and interaction with the client. K59. Knowledge of eye anatomy and physiology as it pertains to the training and interaction with the client. K63. Knowledge of methods for working with clients who are psychologically affected by living away from home while training with guide dogs.
B. Documentation (10%)	T26. Evaluate training progress and achievements of person/dog team through observations and documentation methods to monitor effectiveness of the person/dog team.	K60. Knowledge of principles of health care of individuals with visual impairments who are receiving guide dog training services. K63. Knowledge of methods for working with clients who are psychologically affected by living away from home while training with guide dogs. K64. Knowledge of the influence of a positive attitude toward visual impairments and the effect on the success of a guide dog team. K79. Knowledge of techniques for interpreting the performance reports of the person/dog team (e.g., daily, final, annual veterinary).
continued	T27. Assess safety of person/dog team throughout training by observing and documenting progress.	K. 79. Knowledge of techniques for interpreting the performance reports of the person/dog team (e.g., daily, final, annual veterinary).

VI. Person/Dog Team (continued) (50%) - This area assessed the candidate's ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.

Sub Area	Task	Knowledge
Continued	T34. Develop a history of person/dog team by recording information relating to care, handling, and problem solving.	K79. Knowledge of techniques for interpreting the performance reports of the person/dog team (e.g., daily, final, annual veterinary). K80. Knowledge of methods of preparing, conducting, and documenting phone and home visit follow-ups with person/dog team.
	T28. Contact client after completion of guide dog training through use of telephone interviews and home visits to offer follow-up services.	K80. Knowledge of methods of preparing, conducting, and documenting phone and home visit follow-ups with person/dog team.
	T29. Provide consultant service to graduate in care and handling of guide dog by observing them and exchanging information to ensure their safety and success as a person/dog team.	K65. Knowledge of methods used to care for a guide dog throughout its life. K67. Knowledge of techniques used to work with and control a guide dog. K68. Knowledge of the public perception of guide dogs relative to training a client to work with a guide dog. K73. Knowledge of techniques used for instructing a client in the observations and interpretation of a dog's behavior. K74. Knowledge of methods of instructing clients on techniques used in reworking guide work errors.

VI. VI. Person/Dog Team (continued) (50%) - This area assessed the candidate's ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.

Sub area	Task	Knowledge
Continued	T30. Evaluate safety of person/dog team and the well being of dog in home environment by observing them to ensure their continued effectiveness as a person/dog team.	K57. Knowledge of techniques used to maintain and enhance orientation skills while using a guide dog. K79. Knowledge of techniques for interpreting the performance reports of the person/dog team (e.g., daily, final, annual veterinary). K80. Knowledge of methods of preparing, conducting, and documenting phone and home visit follow-ups with person/dog team.
Continued	T31. Develop course of action with the graduate if there are problems pertaining to safety, effectiveness, and the well being of the person/dog team by collecting information, troubleshooting, and giving advice to solve problems.	K65. Knowledge of methods used to care for a guide dog throughout its life. K67. Knowledge of techniques used to work with and control a guide dog. K73. Knowledge of techniques used for instructing a client in the observations and interpretation of a dog's behavior. K74. Knowledge of methods of instructing clients on techniques used in reworking guide work errors. K75. Knowledge of methods of instructing clients on techniques used in avoiding and ignoring distractions during guide work training. K76. Knowledge of methods used in leaving a guide dog alone with no supervision. K77. Knowledge of methods of instructing clients on techniques used in controlling inappropriate behavior in a guide dog. K79. Knowledge of techniques for interpreting the performance reports of the person/dog team (e.g., daily, final, annual veterinary).

VI. Person/Dog Team (continued) (50%) - This area assessed the candidate's ability to instruct the client in the proper care, handling, and responsibilities involved with a guide dog, as well as evaluating and supporting the progress of the person/dog team throughout their working lifetime.

Sub Area	Task	Knowledge
Continued	T32. Document graduate's follow-up services by writing reports to ensure consistency of instruction in the future	K80. Knowledge of methods of preparing, conducting, and documenting phone and home visit follow-ups with person/dog team.
	T33. Provide phone support services to graduate in care, handling, and problem solving to ensure safety and success of person/dog team.	K57. Knowledge of techniques used to maintain and enhance orientation skills while using a guide dog. K65. Knowledge of methods used to care for a guide dog throughout its life. K66. Knowledge of methods used to maintain guide dog equipment. K67. Knowledge of techniques used to work with and control a guide dog. K68. Knowledge of the public perception of guide dogs relative to training a client to work with a guide dog. K80. Knowledge of methods of preparing, conducting, and documenting phone and home visit follow-ups with person/dog team.

CONCLUSIONS

The occupational analysis of guide dog instructors described in this report provides a comprehensive description of current practice. The procedures of the occupation analysis are based upon a content validation strategy to ensure that the results accurately represent the practice of guide dog instructors in California.

By adopting the guide dog instructor written examination outline contained in the report, the board ensures that their examination reflects current practice. Information in this validation report should be used to update the oral and practical components of the guide dog licensure examination program. The report provides all documentation necessary to verify that the analysis has been implemented in accordance with legal, professional, and technical standards.